Sponsor Training

Relocation Program
Fleet & Family Support Center
Relocation Counselor

Handouts

- Evaluation Sheet
- Newcomer's Need's Assessment Checklist
- Sponsor Checklist
  - Pre-Arrival
  - Arrival
  - Post Arrival
- PSD Check-In Procedures
- Interesting Web Sites

Overview

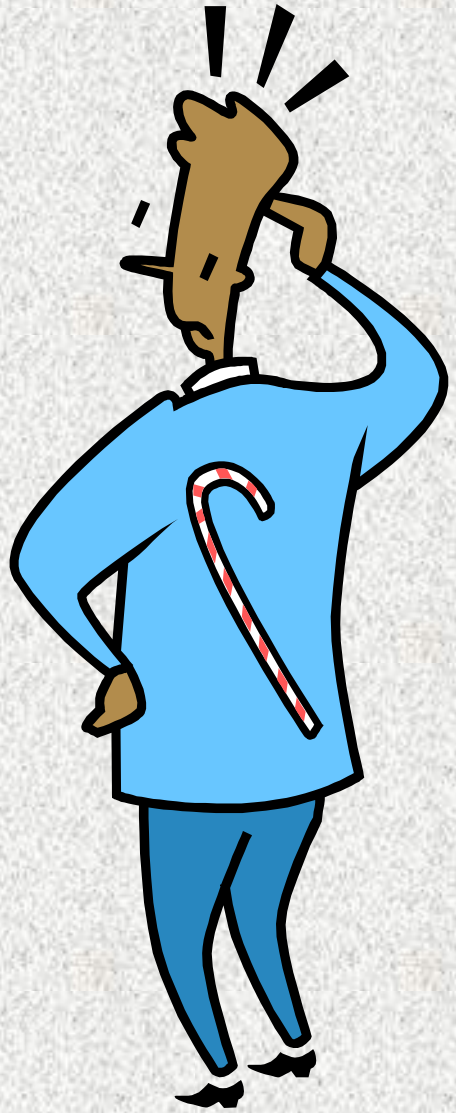
- **Importance of Being a Sponsor**
- **Effects of being a good/bad sponsor**
- **Tactics and Strategies**
- **FFSC Can Help**
- **Pre Arrival Stage**
- **Arrival Stage**
- **Post Arrival Stage**

Importance of Being a Sponsor

- Why are you sponsoring newcomer?
  - To indoctrinate the member into your new command and job
  - **OR**
  - To indoctrinate the member and family into London?
- Sponsor is there to provide member and family:
  - Realistic expectations;
  - Basic guidance;
  - Samples and suggestions
  - Ease their transition to new area

Your Personal Experiences

- Sponsor is member's first **impression** of new command
- Positive or a negative?
- *Attendee's experiences?*
- **Describe a good or bad experience you might have had with being sponsored?**
- **Please provide:**
  - **Your name**
  - **Organization**
  - **How long have you been in London?**
  - **The good or bad experience!**



Quiz Question

- Since 1 January 2000, 1403 newcomer's completed a questionnaire to evaluate their sponsor. Out of the 1403 newcomer's, what percentage of newcomer's were completely satisfied with their sponsor (received a score of 6 = Outstanding)?

❑ 659 (47%)

❑ 519 (37%)

❑ 434 (31%)

❑ **434 (31%)**

Those not completely Satisfied

- 69% or 968 out of 1403 newcomers who were not completely satisfied.
- 464 (48%) of the 968 not satisfied - Command not designating right sponsor; marital mismatch; sponsor TAD or was transferring out!
- 396 (41%) of 968 not satisfied – Lack of information – bad information – unanswered questions!
- 106 (11%) of 968 not satisfied - Lack of interest on part of sponsor – didn't care!

Positive or Negative Effect

- "An extremely disappointing experience! Questions such as 'Should I bring my household goods or car?' were left **unanswered**. Of course, this is not something you want to complain about to a new command."

- "Several sponsors were assigned due to **deployments**; therefore sponsor assistance was a hit or a miss!

- "I like the idea of having a driver come to the airport with a large van; I really believe the sponsor **should ride along to meet you** and ensure you have the monies available for the transportation, etc. My sponsor did sell us a couple of transformers but was on leave a couple of weeks just after we arrived. We had to learn mostly through trial and error!

Positive or Negative Effect

- "My sponsor helped me with '**as smooth of a transition**' as I could imagine! I felt comfortable moving here with all questions answered!

- "Needless to say, I was extremely nervous making this huge adjustment. My sponsor did an outstanding job 'showing me the ropes'. I have no complaints!

- "Sponsor ***was there to greet me upon my arrival*** and assisted me in getting settled into TLA and orientation, the base and surrounding area. Sponsor also ***invited me over for dinner*** which made me feel very welcomed. I felt my sponsor went above and beyond what was expected of him and I am really appreciated!

The Perfect Match-up

- Activity selection:
  - Grade level equivalent
  - Marital status
    - Single
    - Single parent
    - Married
    - Married with children
  - Going TAD or PCSing?
  - **Backup Sponsor**!

Tactics

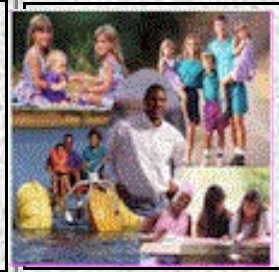
- Assess the needs of the newcomer and family
- Be proactive - make the initial contact;
- Be helpful and sincere - listen
  - ***“Do it with a bit of grace or don’t do it at all”***
- Be responsive but honest
  - If you don’t know the answer; indicate you will find out and get back
- Meet the needs of member (and family)
  - Get your family involved
- Information base - final decisions rest with member
- And finally, The Three C’s
  - ***Communicate - Concern - Creativity***

FFSC Can Help

- SITES for any installation worldv
- Welcome Aboard Packages
- Spouse Employment Assistance Program (SEAP)
- Hospitality Kits
- FFSC Sponsor Training Program Website: www.cnauk.navy.mil/Base_Services/FFSC2/Relocation/sponsor.htm

Standard Installation Topic Exchange Service

SITES



Worldwide relocation information on major military and associate installations for use by Service men and women and their families during permanent change of station moves.

Sponsored by:
The Office of the Secretary of Defense and
The Defense Manpower Data Center

- First time users, start here
- What's New!
- Privacy and Security Notice- Please Read
- **View Installation Information**
- Announcements, Information, Contents and Help
- Related Internet Links

http://www.dmdc.osd.mil/site

Need Assistance? Visit the SITES Help Page
or email the SITES Help Desk

SITES

SELECT INSTALLATION

Select a Service and Location:

Service:

ALL Services

USA (State/Territory) or Country

ALL Foreign Europe/Atlantic

Search

Installations for All Services Worldwide

Aberdeen Proving Ground
Altus AFB
Andersen AFB
Andrews AFB
Anniston Army Depot
Ansbach
Arnold AFB
Aviano AB

Submit

Can't find your installation? Click here to view a list of Geographically Separated or Satellite Locations.

Return to the Top

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SELECT INSTALLATION

Select a Service and Location:

Service:

Navy

USA (State/Territory) or Country

ALL Foreign Europe/Atlantic

Search

Installations for
Navy
Europe/Atlantic

NS Guantanamo Bay
NS Rota
NSA Bahrain
NSA La Maddalena
NSA Naples
NSA Souda Bay
Naval Support Activity Gaeta
US Naval Activities, London

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SITES

US Naval Activities UK (Lond
Last Updated: May 14, 2003

Click on a folder icon to display or hide subject list for each Category or...

Show All - Hide All

- **Installation**
- **Local Community**
- **Education**
- **Employment**
- **Medical And Dental**
- **Housing**
- **Relocation Services**
- **Support Services**
- **Child And Teen Services**
- **Survival Tips For First Termers**
- **At A Glance**

(Click to Enlarge)

Download Installation Booklet

New Installation

SITES

US Naval Activities UK (Lond
Last Updated: May 14, 2003

Click on a folder icon to display or hide subject list for each Category or...

Show All - Hide All

Installation

Installation Overview

Must Know Items

Geographically Separated or Satellite Locations

Nearby Installations (Listed Separately in SITES)

Regulations

Commonly Referenced Numbers

Major Unit Listing

Transportation

Commissary and Exchange Operations

Local Community

Local Community Overview

Time Zone Chart

Climate

Events Calendar

Cultural Attractions

Recreation Opportunities

Military Related and Civic Organizations

Shopping

(Click to Enlarge)

Download Installation Booklet

New Installation

- **Welcome Aboard Packages**
  - Available by contacting the FFSC:
    Phone: 01895-61-6504 (voice); DSN 235-6504
    Phone: 01895-61-6505 (fax); DSN 235-6505
    Email: ffsclondon@cnauk.navy.mil
    FFSC Welcome Aboard Package website: www.cnauk.navy.mil/Base_Services/FFSC2/Relocation/newcomers.htm

- **Spouse Employment Assistance Program (SEAP)**
  - Assistance with job availability for family members both Civil Service and British employment

- **Hospitality Kits**
  Kits available for 90 days to include linen kits (bedding and towels), dish kits (pots/pans/silverware) pillows, irons and ironing boards

3 Phases of Evolution

- Pre Arrival of member (and family)
  - ***Making initial contact***
- Arrival of member (and family)
  - ***Meet, show and tell!***
- Post Arrival
  - ***Not yet finished***

Quiz Question

- **Sponsor should contact the sponsoree within how many working days of being assigned a sponsor?**

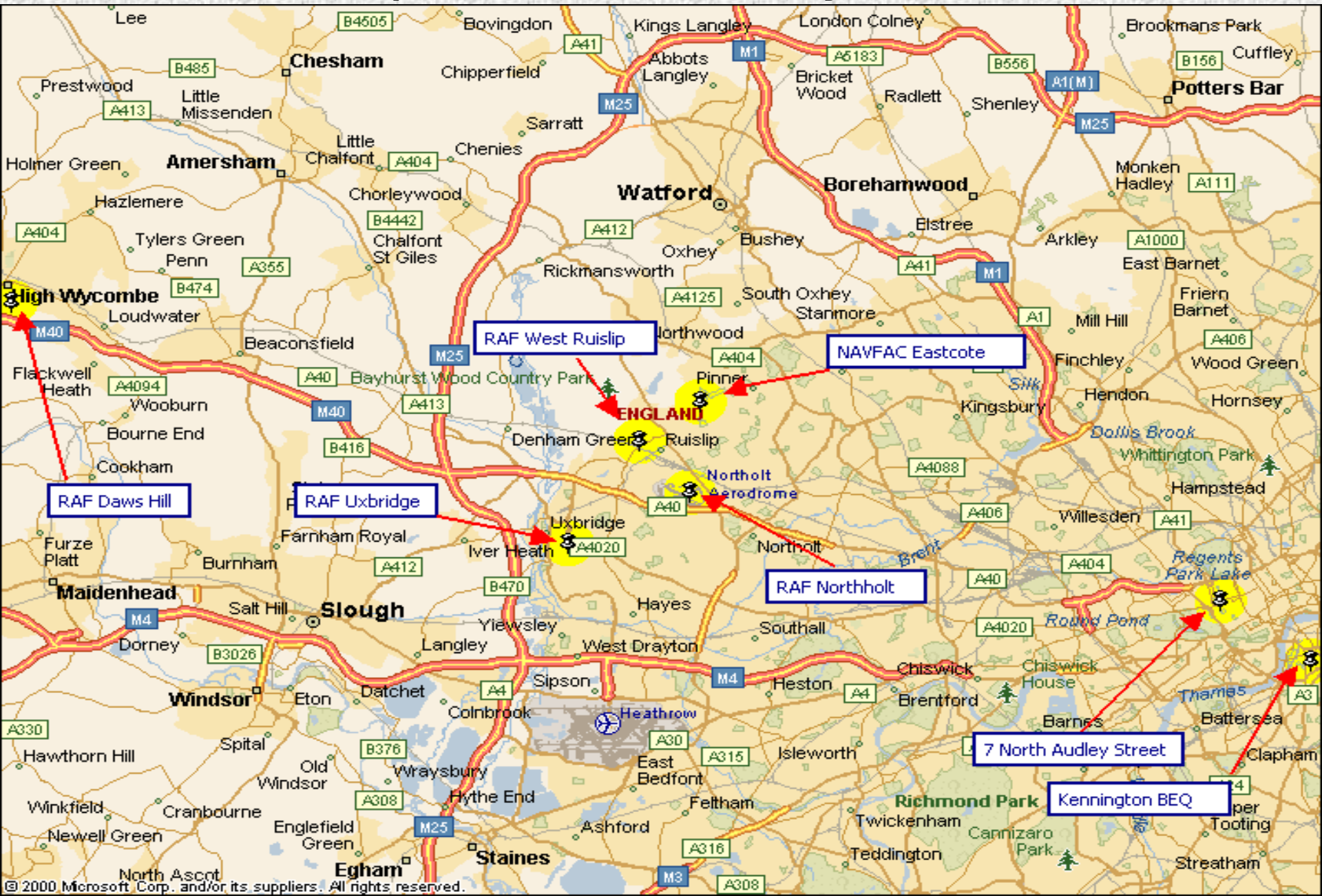
❑ **1 day** ❑ **2 days** ❑ **1 week**

- **48 hours (2 days)**

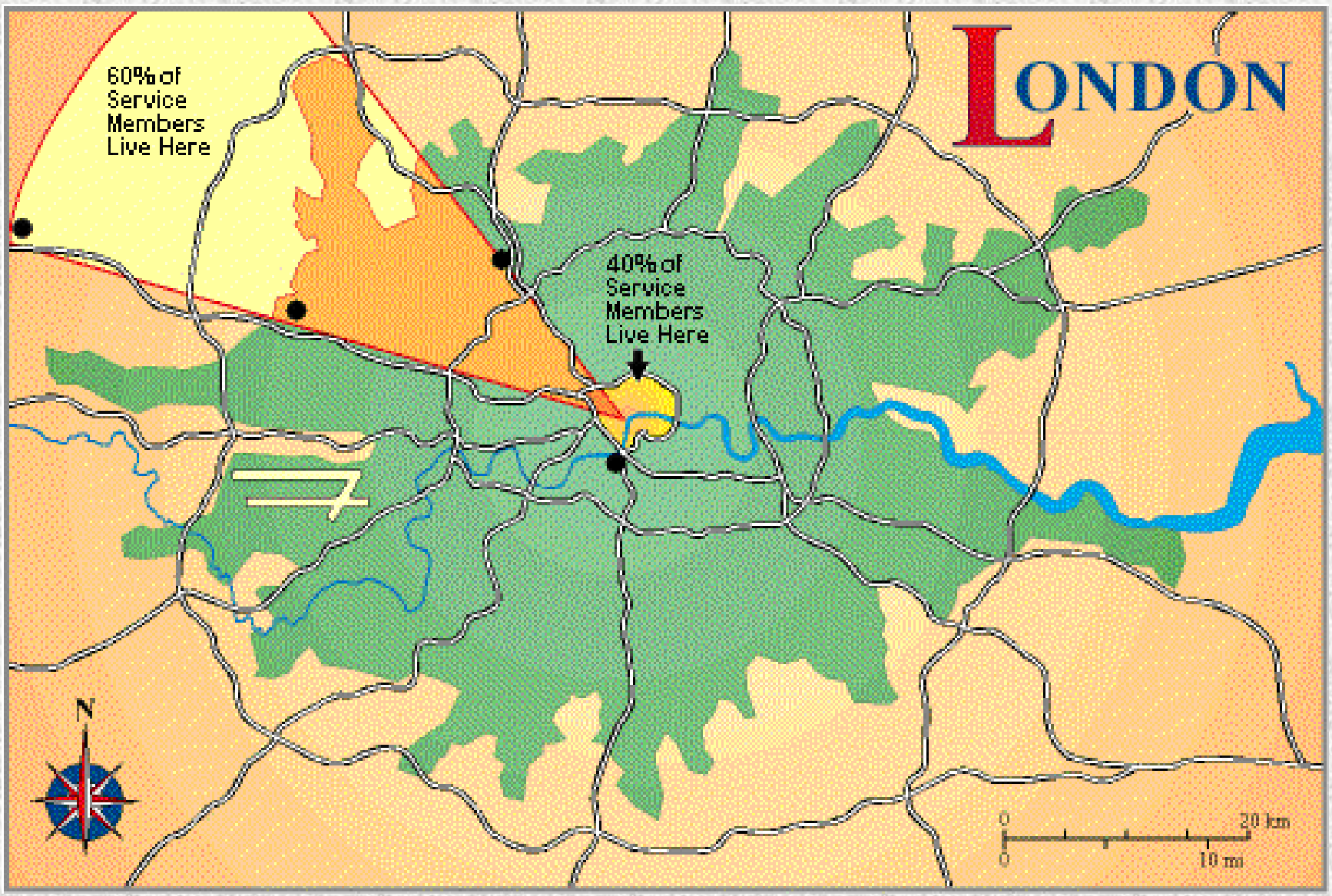
Pre-Arrival Stage

- **Make initial contact with member within 48 hours**
  - **Email works best**
  - **Make sure to keep command Personnel/Admin in loop!**
- **Send out Welcome Aboard Package**
  - **Send email request to ffsclondon@cnauk.navy.mil**
  - **Letter with full name, home and local addresses, home and work phones & fax numbers**
  - **Unit information (include web site; if available) on mission, work hours, uniform, duty hours, etc.**
  - **Write the letter as if you were sending it to a friend**
  - **Newcomers Needs Assessment Checklist**
- ***Contact ITT to book TLA if at all possible 01895-61-6516***
  - ***Booking temporary quarters through ITT gives a commission to MWR***
- ***Topic areas to discuss?***

Uniqueness of Navy London



Where to Live



Shipment of Personal Property

- Consignment Guide
  - UK General Information & London Pages
  - Informed decision what to bring
- Houses are smaller; doors and passageways smaller;
  - Queen and King Size beds
  - Large entertainment centers
- Entitlement to storage at government expense

Shipment of Personal Property (con't)

- Storage of large items at point of origin (for 180 days)
- Claims for personal property;
  - Personal Property Office
- POV's – shipped by government contractor
- Claims for vehicle
  - Contractor or
  - Personal Property Office;
- www.whereismypov.com

POV System Query Form

Order#:

Last Name:

Run Query

Government Housing

- Navy homes - 22%
  - Daws Hill or West Ruislip
  - May be offered while on TLA
  - Waiting lists vary in length
  - BAQ terminated
  - Utilities paid by government
  - Repaired and redecorated before occupancy
  - Service calls
  - Children in WRES or LCHS

Rental Homes

- Rental homes - 78%
  - Standard lease provided
  - Housing or NLSO carries out lease review
  - List of Estate Agents provided
  - Pet problems
  - Professional management

Kennington Barracks

- 39 Bed Bachelor Enlisted Quarters
- Single (E-4 and below)
- Request for waivers
- POC – Housing Office
- After hours – NAVACTUK CDO at 01895-61-6114.

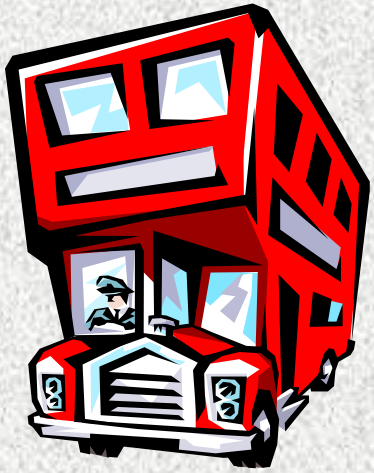
HELPFUL HINTS

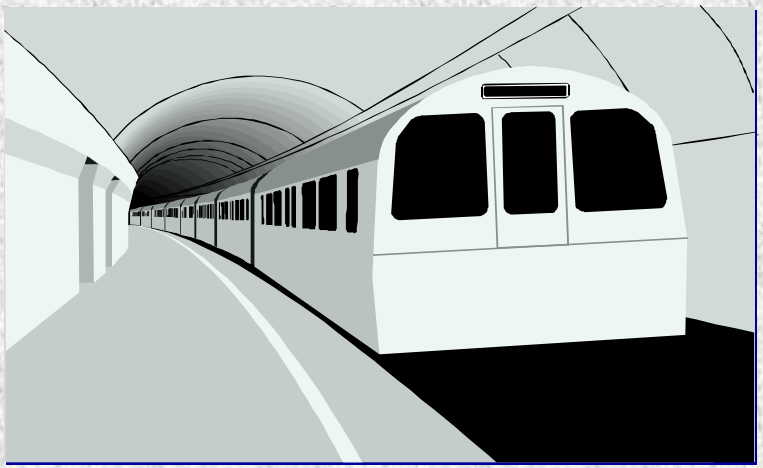
- Bachelors and Civilians check-in also
- E1 - E4 to barracks space permitting
- Send sample Estate Agent listing / photos
- Advise member to view our website
- Room sizes smaller -
- Housing check-in within 2 working days

http://www.housing.navy.mil/lo

Transportation Considerations

- **Shipping a car?**
  - Insurance options (USAA, Geico, British)
  - Availability of American parts
  - Vehicle Registration
- **Availability of used cars for sale**
- **Rental cars**
- **Valid U.S. stateside driver's license**
- **Public transportation system**
  - **Tube/Trains/Buses**





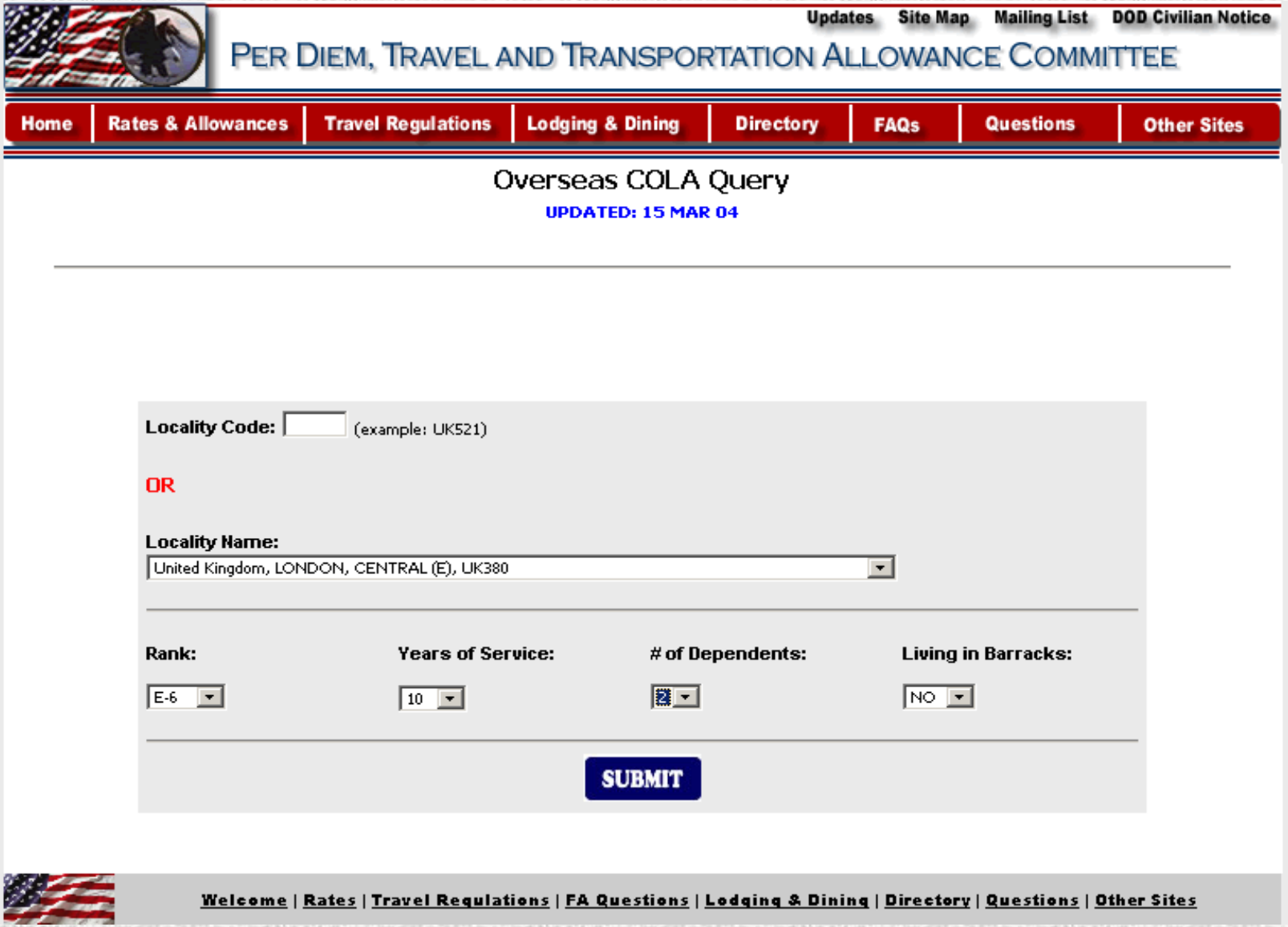
Schools

http://www.schoolsnet.co.uk

- DoD Schools
  - West Ruislip Elementary School
  - London Central High School
  - Bus routes
  - School Bus Office
  - 01494-45-5156
- British School System
  - Nursery - 3 1/2 years
  - Primary - 5 - 11
  - Secondary - 11 - 18
- Pros and Cons
  - Uniform
  - Longer school year
  - More term breaks

Banking and Currency

- Community Bank - DoD Sponsored
- Navy Federal Credit Union
- Riggs National Bank - Embassy
- Keeping a Stateside bank
- Cost of Living Allowance (COLA)
  - Central London = **UK380**
  - Daws Hill = **UK319**
  - **http://www.dtic.mil/perdiem/ocform.html**
- Overseas Housing Allowance (OHA)
  - http://www.dtic.mil/perdiem/ohaform.html
- Currency and exchange rates

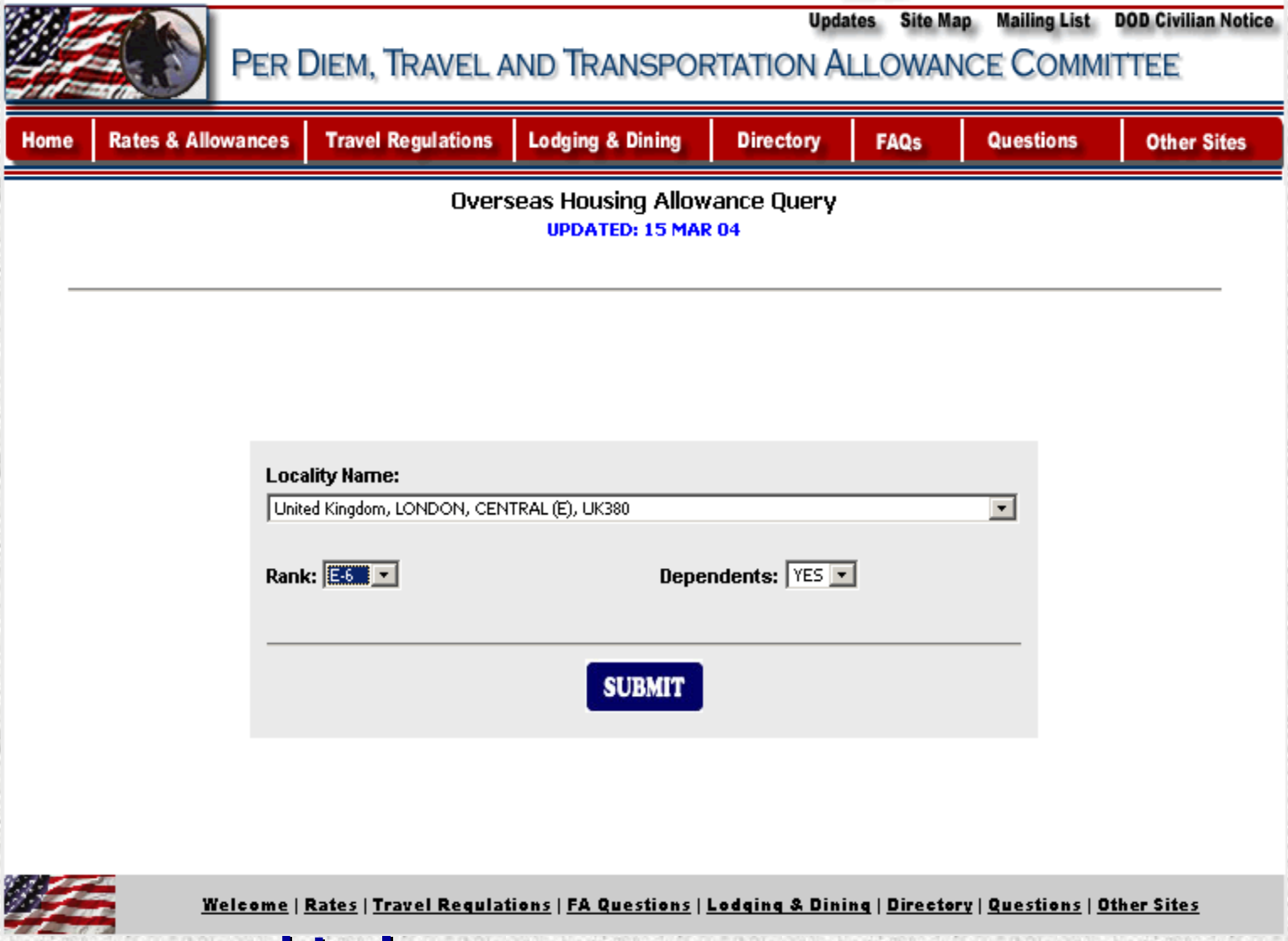

Updates Site Map Mailing List DOD Civilian Notice
PER DIEM, TRAVEL AND TRANSPORTATION ALLOWANCE COMMITTEE
Home Rates & Allowances Travel Regulations Lodging & Dining Directory FAQs Questions Other Sites
Overseas COLA Query
UPDATED: 15 MAR 04
Locality Code: (example: UK521)
OR
Locality Name:
United Kingdom, LONDON, CENTRAL (E), UK380
Rank:
E-6
Years of Service:
10
# of Dependents:
2
Living in Barracks:
NO
SUBMIT
Welcome | Rates | Travel Regulations | FA Questions | Lodging & Dining | Directory | Questions | Other Sites

- http://www.dtic.mil/perdiem/ocform.html

OVERSEAS COST OF LIVING ALLOWANCE

Country:	**United Kingdom**
City:	**LONDON, CENTRAL (F)**
Location Code:	**UK380**
COLA Index:	**0.44**
Effective Date:	**20031016**
DAILY COLA:	$33.86
DAILY UNIQUE:	$1.30
TOTAL DAILY ALLOWANCE:	$35.16
MONTHLY COLA:	$1015.67
MONTHLY UNIQUE:	$39.01
TOTAL MONTHLY ALLOWANCE:	**$1054.67**

NOTE: The Monthly Total is based on a 30 day month.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Overseas Housing Allowance Query
UPDATED: 15 MAR 04
Locality Name:
United Kingdom, LONDON, CENTRAL (E), UK380
Rank: E-6
Dependents: YES
SUBMIT
Welcome | Rates | Travel Regulations | FA Questions | Lodging & Dining | Directory | Questions | Other Sites

m.html

http://www.dtic.mil/perdiem/ohaform.html

Overseas Housing Allowances
UNITED KINGDOM

Location: **LONDON, CENTRAL (E) , Location Code: UK380**

For an **E-6 with dependents, the Overseas Housings Allowances are as follows:**

Allowance	Local Currency	US Dollars
OHA Rental Ceiling	1733.00 British Pound	$ 3318.02
Utility/Recurring maintenance/miscellaneous Allowance	263.00 British Pound	$ 503.54
Move-In-Housing Allowance (MIHA)	411.00 British Pound	$ 786.90

Overseas Housing Allowances are effective: 2003901
Climate code is: 2. 00
Rate of Exchange (ROE): 0.522
Rate of Exchange Effective: 15 March 2004

Pets

- **New Pet Travel Scheme**
  - **Dogs and Cats Only**
  - **Certain European Countries**
  - **Guide dogs from Australia and New Zealand**
- **Pets Arriving with members**

http://www.defra.gov.uk/animalh/quarantine/index.htm

Miscellaneous Topics to Cover

- **Spouse Employment Opportunities**
  - **No requirement for work permit**
  - **Spouse Preferences for U.S. government jobs overseas**
  - **Education Programs**
- **Forwarding of mail**
- **Passports:**
  - Military – Contact PSD at 0207-514-4515
  - Civilian Personnel –
    - Contact HRSC at 0208-385-5153

Before They Arrive

- Arriving on Friday/end of week
- Once travel arrangements are confirmed!
  - Prepare and check on Temporary Lodging accommodations;
  - Check with PSD to arrange appointment
  - Sign member and spouse up for Newcomer's Orientation
    - Email ffsclondon@cnauk.navy.mil for signup form.
  - Continue to communicate, communicate!

Arrival Stage

- **Personally Meet Newcomer**
  Exchange photos via email!
  - Transportation large enough
  - Park Lane Cars - 0207-723-8889
  - West London Express – 0208-842-2222
  - Middlesex Radio Cars – 0208-429-0099
  - If you are TAD, ill or otherwise unavailable
- **Take Newcomer to Temporary Lodging or Barracks**
  - How to use British Appliances
  - Milk, bread and fruit a first great impression!
  - How to get around in local area of the TLA
  - How to ride the tube to easy destinations

Arrival Stage

- **Indoctrinate Newcomer to Local Area**
  - Show newcomer base facilities
    - Fitness center/NEX, clinics, chapel, schools
    - PCS orders required to shop in Exchange pending issuance of ration card
  - Show where you live; where you shop, etc
- **Accompany Newcomer to In-processing**
  - Introduce to supervisor and co-workers
  - Check-in with Housing Officer (within 48 hours)
  - Check-in with Personal Property (Household Goods)
  - Check-in with PSD

  Take newcomer to banks, post office, ITT, etc

Housing
Check-in Procedures

- Check-in brief within 2 days of arrival
- Allow at least an hour for check-in
- Check-in video, package, discussion
- North Audley or West Ruislip
- Bring copy of PCS orders / dep record
- TLA cannot be claimed until check-in

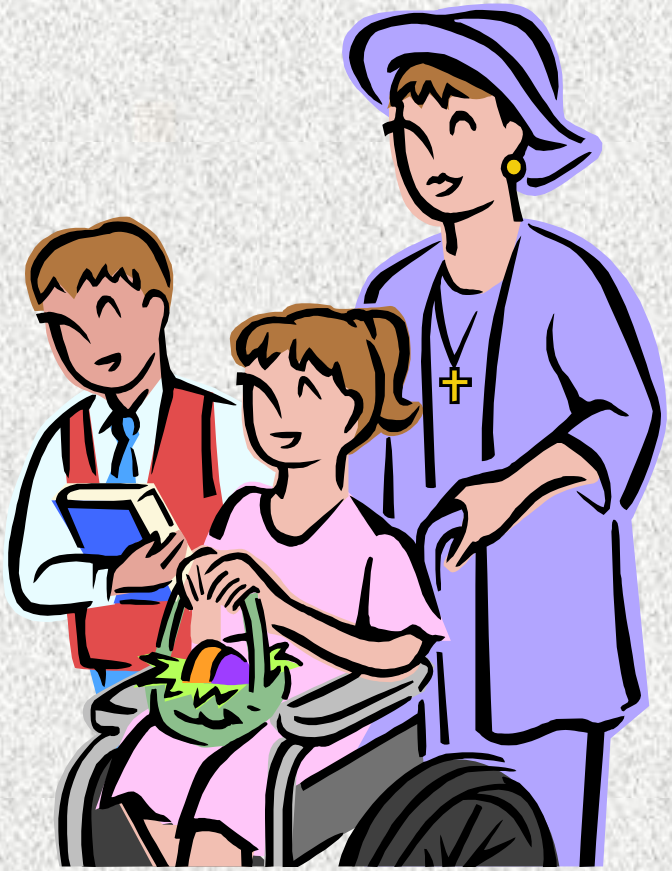
Housing Services

- Housing viewing taxi service
- Loaner furniture
- Full tour appliance loan
- Dispute mediation
- Inspections
- Full tour support

Housing Contacts

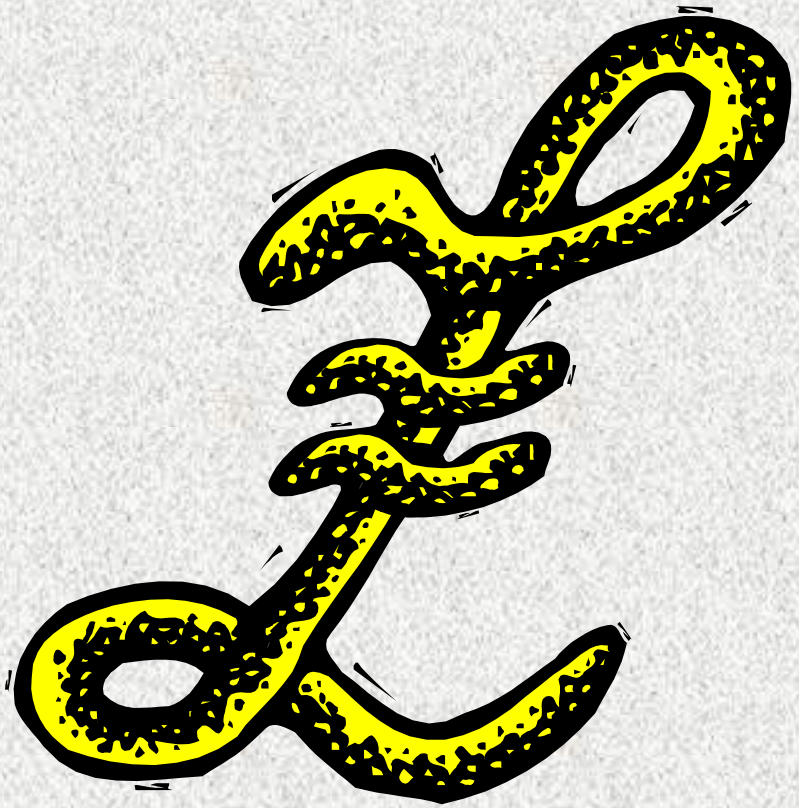
- West Ruislip 01895-616537 DSN 235-6537
  - Fax 01895-616545 DSN 235-6545
  - 0700 - 1700 M - F
- North Audley 020-7514-4614 DSN 235-4614
  - Fax 020-7514-4663 DSN 235-4663
  - 0800 -1600 M - F
- E-mail housing@cnauk.navy.mil

PSD Check-in Procedures



- Upon contact with member
  - Verify number of dependents
  - Ages of children
  - Is Temporary Lodging required?
    - Cooking facilities vice hotel style

Verify Maximum TLA Entitlement



- Contact PSD prior to booking any TLA accommodation
- Verify Maximum TLA E ntitlement
  - As of 18 March 2004
  - Lodging = $ 272.00
  - Messing = $ 108.00
  - Incidentals = $ 27.00
  - Total = $ 307.00

http://www.dtic.mil/perdiem/opdrform.html

Temporary Lodging Allowance

- Locality Per Diem Rate:
- Member or One Dep 65%
- Member and Dep or 2 Dep 100%
- Each Dep 12 and over 35%
- Each Dep Under 12 25%

Member; spouse; and two children over 12 would receive:

- **Lodging = $272 x 170% = $462.40**
- **Messing = $108 x 108% = $116.64**

Upon Receipt of Port Call

- Contact PSD to schedule check-in appointment
  - Need service record
  - Original Orders
  - Airline ticket receipts
  - Other receipts (lodging or any expense over $75.00)

TLA Tips

- TLA is paid every 10 days;
- Ensure claims are turned in as early as possible;
- Ensure dates and amounts entered on TLA match receipts

PSD Contact Numbers

- ID Card section
- x4606
- Mil Pay
- x4594 or x4565
- Mil Pers x4514
- Travel
- x4446 or x4766

Post Arrival Stage

- **Continue to Make Newcomer Feel Welcome!**
  - Invite newcomer to your home
  - Include spouse and children in sponsor process
  - Have them over for dinner
  - Assist in house hunting
  - They may need transportation to get to commissary, house hunting, etc
  - When household goods arrive; offer to babysit any children so member and spouse can focus on getting house situation

TOP LINKS

- SITES - **www.dmdc.osd.mil/sites/**
- Visa Requirements: **www.ukvisas.gov.uk**
- POV Status – www.whereismypov.com
- Navy Housing – www.housing.navy.mil/london
- British Schools – www.schoolsnet.co.uk
- COLA – **www.dtic.mil/perdiem/ocform.html**
- **OHA** - **www.dtic.mil/perdiem/ohaform.html**
- **Bringing Pets to England**
  - www.defra.gov.uk/animalh/quarantine/index.htm
- **Verifying Per Rate for London**
  - **www.dtic.mil/perdiem/opdrform.html**
- **FFSC - www.cnauk.navy.mil/Base_Services/FFSC2/ffsc.htm**

Sponsorees Evaluation

- Newcomer's Orientation
  - Sponsor Questionnaire completed by member
  - Sponsor of the Quarter Program
    - Outstanding Sponsor Certificates forward to activity
    - Article runs in Crowned Eagle each quarter;
  - All other questionnaires – feedback to Commanders/Commanding Officers.

Mission Accomplished!
Congratulations